BlackBerry Enterprise Server Resource Kit
BlackBerry Enterprise Server User Administration Tool
Version: 5.0

Administration Guide

::: BlackBerry®

Contents

Overview

The BlackBerry® Enterprise Server Resource Kit is a collection of tools that can help you extend your ability to manage and monitor the BlackBerry® Enterprise Solution. You can download the BlackBerry Enterprise Server Resource Kit from www.blackberry.com/support/downloads.

The BlackBerry Enterprise Server Resource Kit contains the following tool packages:
*   BlackBerry Enterprise Server User Administration Tool
*   BlackBerry Analysis, Monitoring, and Troubleshooting Tools
*   BlackBerry Enterprise Transporter

BlackBerry Enterprise Server User Administration Tool

You can use the BlackBerry® Enterprise Server User Administration Tool to manage user accounts on the BlackBerry® Enterprise Server on a large scale. For example, you can add, find, move, and remove user accounts, or change user account configurations.

You can run the BlackBerry Enterprise Server User Administration Tool from a command prompt to perform BlackBerry Enterprise Server administration tasks or to gather management and monitoring information.

The BlackBerry Enterprise Server User Administration Tool connects to the BlackBerry Administration Service to obtain information from and store information in the BlackBerry Configuration Database.

Preconfigured administrative roles for the BlackBerry Enterprise Server

The BlackBerry® Enterprise Server installation includes preconfigured administrative roles. Each preconfigured administrative role has a number of permissions turned on.

You can configure additional permissions in the preconfigured administrative roles, or you can turn off any of the permissions that are shown in the following table. For more information, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server Administration Guide*.

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Create a group	*	*	*			*
Delete a group	*	*				*
View a group (across Group)	*	*	*	*		*
Edit a group (across Group)	*	*	*			*

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Create a user	*	*	*			*
Delete a user	*	*	*			*
View a user (across Group)	*	*	*	*		*
Edit a user (across Group)	*	*	*			*
View a device (across Group)	*	*	*	*		*
Edit a device (across Group)	*	*	*	*		*
View device activation settings	*	*				*
Edit device activation settings	*	*				*
Create an IT policy	*	*				*
Delete an IT policy	*	*				*
View an IT policy	*	*	*	*		*
Edit an IT policy	*	*				*
Import an IT policy	*	*				*
Export a data file	*	*			*	*
Create a user-defined IT policy template	*	*				*
Delete a user-defined IT policy template	*	*				*
Edit a user-defined IT policy template	*	*				*
Import an IT policy template	*	*				*
Create a software configuration	*	*				*
View a software configuration	*	*	*	*		*
Edit a software configuration	*	*				*
Delete a software configuration	*	*				*
Create an application	*	*				*

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
View an application	*	*	*	*		*
Edit an application	*	*				*
Delete an application	*	*				*
Create an administrator user	*	*				*
Specify activation password	*	*	*	*		*
Turn off and on external services	*	*	*			*
Clear activation password	*	*	*	*		*
Clear synchronization backup data	*	*	*			*
Clear user statistics	*	*	*	*		*
Reset user field mapping	*	*	*			*
Turn on redirection	*	*	*			*
Turn off redirection	*	*	*			*
Refresh available user list from company directory	*	*	*		*	*
Synchronize GroupWise® System Address Book	*	*			*	
Clear and synchronize GroupWise System Address Book	*	*			*	
View a server	*	*			*	
Edit a server	*	*			*	
View a component	*	*			*	
Edit a component	*	*			*	
View an instance	*	*			*	
Edit an instance	*	*			*	
Change the status of an instance	*	*			*	
Edit an instance relationship	*	*			*	
View a job	*	*				*

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Edit a job	*	*				*
View default distribution settings for a job	*	*				*
Edit default distribution settings for a job	*	*				*
Update peer-to-peer encryption key	*	*			*	
View job distribution settings	*	*				*
Edit job distribution settings	*	*				*
Delete an instance	*	*			*	
Edit license keys	*	*			*	
License key view	*	*			*	
Manually fail a job	*	*				*
Clear instance statistics	*	*			*	
Clear statistics for a BlackBerry MDS Connection Service instance	*	*			*	
View push rules for the BlackBerry MDS Connection Service	*	*	*	*	*	*
View pull rules for the BlackBerry MDS Connection Service	*	*	*	*		*
Send message (across Group)	*	*	*	*		*
Create a role	*					*
Delete a role	*					*
View a role	*	*				*
Edit a role	*					*
Add and remove a role (across Group)	*	*				*

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
View a group across organizations						
Edit a group across organizations						
Add and remove a role across organizations						
View a device across organizations						
Edit a device across organizations						
Register an event notification						
Create an event notification						
Edit a BlackBerry Administration Service timer						
View BlackBerry Monitoring Service information						
Edit BlackBerry Monitoring Service settings						

New in this release

BlackBerry Analysis, Monitoring, and Troubleshooting Tools

The functionality of the following BlackBerry® Analysis, Monitoring, and Troubleshooting Tools has been integrated into the BlackBerry Enterprise Server User Administration Tool. As a result, the tools are no longer distributed separately.

Tool	Description
BlackBerry Enterprise Activation Status Reporting Tool (EAStatus.exe)	To generate a report of the stages of activation for a user account, in the BlackBerry Enterprise Server User Administration Tool, you can run the following command: besuseradminclient <*credentials*> -list -eastatus

Tool	Description
BlackBerry IT Policy Template Reporting Tool (ITPolicyTemplateReport.exe)	To display the preconfigured IT policies that are available on a BlackBerry® Enterprise Server, in the BlackBerry Enterprise Server User Administration Tool, you can run the following command: besuseradminclient <*credentials*> -list -it_policy_templates

Parameter changes in the BlackBerry Enterprise Server User Administration Tool

Parameter	Description
-change -u -cw	This subparameter removes the activation password for a BlackBerry device from the BlackBerry Configuration Database.
-delete -u -force	This subparameter forces the removal of a user account from the BlackBerry Configuration Database, even if a mailbox does not exist for the user. The -force subparameter replaces the -hard subparameter.
-i <*input_filename*>	This subparameter provides the option for all commands that have command line options to use an input file. The first line of the input file is a comma-separated list of options that the columns represent. This list can be any (non-empty) subset of valid options in any order. For Boolean options, such as -cs, a column value of 0 or FALSE (not case-sensitive) turn off the option. All other values, including the empty value, turn on the option.
-list -servers	This subparameter lists all BlackBerry Enterprise Server and messaging server instances.
-o <*output_filename*>	This subparameter provides the option to create an output file. You can use this subparameter with any command.
-p <*password*>	This subparameter specifies the authentication password that the BlackBerry Enterprise Server User Administration Tool uses to extract authentication credentials from the Windows® registry and use in command line options. The parameter was previously used to authenticate the BESUserAdminClient with the BESUserAdminService.
-set_client_auth	This parameter specifies the credentials that the BlackBerry Enterprise Server User Administration Tool uses to authenticate with the BlackBerry Administration Service. You run the following command: besuseradminclient -set_client_auth <*credentials_to_set*> -set_p <*password*> Previously, -set_client_auth was a subparameter that was used with other commands.

Parameter	Description
-stats -service -b <*instance*> and -stats -service -email <*instance*>	These subparameters display statistics for a BlackBerry Enterprise Server component or for a BlackBerry Messaging Agent instance. They replace the following subparameters: • -stats -b <*instance*> • -stats -servers
-v <*level*>	The <*level*> variable allows you to specify the level of detail that is provided in log files by using one of the following options: • TRACE • DEBUG • WARNING • ERROR • INFORMATIONAL The default level is set at DEBUG. The -v parameter was previously used to specify only a verbose reporting level.

Parameters that are no longer used in the BlackBerry Enterprise Server User Administration Tool

Parameter	Description
-add -u -domaddrsvr <*servername*>	This parameter was used by the BlackBerry Enterprise Server User Administration Tool to identify the remote address book server to look up a user.
-add -infofile	This parameter has been enhanced to -add -i <*input_filename*>.
- change -infofile	This parameter has been enhanced to -change -i <*input_filename*>.
- change -u -cpin	This parameter was used to remove the PIN for a user account from the BlackBerry Configuration Database.
-delete -f	This parameter has been enhanced to -delete -force.
-delete -hard	This parameter has been enhanced to -delete -force.
-stats -b <*instance*>	This parameter has been enhanced to -stats -service -b <*instance*> and -stats -service -email <*instance*>.
-stats -servers	This parameter has been enhanced to -stats -service -b <*instance*> and -stats -service -email <*instance*>.

Compatibility of authentication methods with previous versions of the BlackBerry Enterprise Server User Administration Tool

If your organization uses applications that work with previous versions of the BlackBerry® Enterprise Server User Administration Tool, in many cases, these applications also work with version 5.0 of the tool.

Supported authentication models

In BlackBerry® Enterprise Server version 5.0, the models for authentication (login) and authorization (roles or capabilities) for administration are different from the models that were used in previous versions.

BlackBerry Enterprise Server version 5.0 supports the following authentication models:

- BlackBerry Administration Service authentication (default)
- mailbox authentication (IBM® Lotus® Domino® environment only)
- Microsoft® Active Directory® authentication

BlackBerry Enterprise Server version 5.0 does not support Windows® authentication or Microsoft® SQL Server® authentication.

You must create one of the following administrators with sufficient credentials to authenticate with the BlackBerry Administration Service:

- administrator in the BlackBerry Administration Service
- mailbox administrator (IBM Lotus Domino environment only)
- administrator in Microsoft Active Directory

Roles or capabilities that are based on database user accounts are not supported in BlackBerry Enterprise Server version 5.0.

For more information about how to create a BlackBerry Administration Service administrator, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server Administration Guide*.

Authentication credentials

In the BlackBerry® Enterprise Server User Administration Tool version 5.0, you can use the following parameters interchangeably:
- "-username" or "-sqluser" (authentication user name)
- "-password" or "-sqlpass" (authentication password)

The BlackBerry Enterprise Server User Administration Tool uses the values associated with these options for the authentication and authorization models that are supported in the BlackBerry® Enterprise Server version 5.0. The tool does not does not support Microsoft® SQL Server® authentication or roles or capabilities that are defined on the Microsoft SQL Server database engine.

Syntax for authentication credentials

In the BlackBerry® Enterprise Server User Administration Tool BlackBerry Enterprise Server User Administration Tool, the variable <*credentials*> represents the user name and password that you use for authentication with the BlackBerry Administration Service.

The BlackBerry Enterprise Server User Administration Tool uses the following syntax for authentication credentials.

Item	Description
-username <*user name*>	authentication user name
-sqluser <*user name*>	
-password <*password*>	authentication password
-sqlpass <*password*>	
-domain <*domain*>	authentication domain
-bas_auth	use BlackBerry Administration Service authentication (default)
-mailbox_auth	use mailbox authentication (IBM® Lotus® Domino® environment only)
-ad_auth	use Microsoft® Active Directory® authentication

In the BlackBerry Enterprise Server User Administration Tool, the variable <*credentials*> represents the user name and password that you use for authentication with the BlackBerry Administration Service.

Setting authentication credentials

Storing an encrypted set of authentication credentials in the Windows registry

The BlackBerry® Enterprise Server User Administration Tool uses the -set_client_auth <*credentials*> -set_p <*password*> command to store credentials in the Windows® registry and then insert the credentials into the command line options.

Example

BESUserAdminClient -username admin -password password -set_client_auth "-username smoser -password password1 -ad_auth -domain test.rim.net" -set_p password

This creates the following Windows registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Resource Kit\BESUserAdmin\ClientAuth

Extracting credentials that are stored in the Windows registry

The BlackBerry® Enterprise Server User Administration Tool uses the -p <*password*> command to extract and decrypt credentials that are stored in the Windows® registry and then inserts the credentials into the command line options.

Example

BESUserAdminClient -p password1 -status

This runs the following command:

BESUserAdminClient -username smoser -password password1 -ad_auth -domain test.rim.net -status

String value requirements

To specify -set_client_auth values that contain characters in double quotation marks, you must surround the entire string with double quotation marks. You must use a set of quotation marks to escape every embedded set of characters that are in double quotation marks.

Example: Using double quotation marks to specify a work location nickname for a user

If you have two users with the same name, Sam Moser, one of whom works in Waterloo and the other in New York, you can specify the work location for the user as a nickname.

BESUserAdminClient -username "Sam \"Waterloo\" Moser" -password password -status

You store this option and value in the Windows® registry using the following command:

BESUserAdminClient -set_p password1 -set_client_auth "-username ""Sam \"\"Waterloo\"\" Moser"" -password password"

Use cases

In all the following examples, you log on to the computer that hosts the BlackBerry® Enterprise Server User Administration Tool using the following credentials:
- User name: NTLMU1
- Password: NTLMP1

Example: Running a command using SQL authentication
You log on to the computer that hosts the BlackBerry Enterprise Server User Administration Tool using the following credentials:
- User name: SQLU1
- Password: SQLP1

BlackBerry Enterprise Server User Administration Tool version 4.1.x	BlackBerry Enterprise Server User Administration Tool version 5.0

Run the following command: **BESUserAdminClient -p password1 -sqluser SQLU1 -sqlpass SQLP1**…	Initial configuration (perform once):
	
	1. Create a BlackBerry Administration Service administrator with the following credentials:
	   • User name: SQLU1
	   • Password: SQLP1
	
	2. Save the BlackBerry Administration Service administrator credentials in the Windows registry using the following command: **BESUserAdminClient -set_client_auth "-bas_auth" -set_p password1**
	
	Then run the following command: **BESUserAdminClient -p password1 -sqluser SQLU1 -sqlpass SQLP1**….

Example: Running a command using Windows authentication

BlackBerry Enterprise Server User Administration Tool version 4.1.x	BlackBerry Enterprise Server User Administration Tool version 5.0

Run the following command: **BESUserAdminClient -p password1**…	Initial configuration (perform once):
	
	1. Create a BlackBerry Administration Service administrator with the following credentials:
	   • User name: BASU1
	   • Password: BASP1
	
	2. Save the BlackBerry Administration Service administrator credentials in the Windows® registry using the following command: **BESUserAdminClient -set_client_auth "-username BASU1 -password BASP1 -bas_auth" -set_p password1**
	
	Then run the following command: **BESUserAdminClient -p password1**

Example: Changing the authentication credentials in the Windows registry to a Microsoft Active Directory user

BlackBerry Enterprise Server User Administration Tool version 4.1.x	BlackBerry Enterprise Server User Administration Tool version 5.0
Not applicable	Run the following command: **BESUserAdminClient -set_client_auth "-username ADU1 -password ADP1 -ad_auth -domain D1" -set_p password1**

Example: Changing the client password

BlackBerry Enterprise Server User Administration Tool version 4.1.x	BlackBerry Enterprise Server User Administration Tool version 5.0
1. Remove the existing BlackBerry Enterprise Server User Administration Tool service. 2. Re-install the service using the new client password.	Run the following command: **BESUserAdminClient -set_client_auth "-username ADU1 -password ADP1 -ad_auth -domain D1" -set_p password2**

Example: Overriding the requirement to use authentication credentials in the Windows registry

BlackBerry Enterprise Server User Administration Tool version 4.1.x	BlackBerry Enterprise Server User Administration Tool version 5.0
Not applicable	Run the following command: **BESUserAdminClient -username username1 -password password1**.

Example: Denying access permanently or temporarily using the -p command

BlackBerry Enterprise Server User Administration Tool version 4.1.x	BlackBerry Enterprise Server User Administration Tool version 5.0
Change the appropriate Windows registry entry.	Run the following command: **BESUserAdminClient -set_client_auth "" -set_p password**

Managing user accounts

<div style="text-align:right">2</div>

The BlackBerry® Enterprise Server uses predefined roles that correspond to common administrative roles in organizations to control who can perform specific tasks and to limit who can access sensitive data.

The BlackBerry Enterprise Server User Administration Tool uses the BlackBerry Administration Service credentials that you type on the command line.

Your current role is defined by the BlackBerry Administration Service. The -v parameter in the BlackBerry Enterprise Server User Administration Tool does not display your role.

The authentication information is encrypted when it passes from the BlackBerry Enterprise Server User Administration Tool to the BlackBerry Administration Service and to the BlackBerry Configuration Database.

Adding user accounts

Add a new user account to the BlackBerry Enterprise Server

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <***credentials***> -add** and the following parameters:
   - **-u <***user_name***>**
   - **-pin <***PIN***>** (use with the -u parameter for the BlackBerry® Enterprise Server for MDS Applications only)
   - **-b <***instance***>**

Example: Adding a user account to a BlackBerry Enterprise Server for Microsoft Exchange, and assigning an IT policy

besuseradminclient-username admin -password password -add -u smoser@test.rim.net -b server1 -it_policy "User Can Change Timeout"

Example: Adding a user account to a BlackBerry Enterprise Server for IBM Lotus Domino, and assigning an IT policy

besuseradminclient -username admin -password password -add -u "CN=Sam Moser/O=Server01" -b CN=Server01/O=test.rim.net -it_policy "User Can Change Timeout"

Example: Adding a user account to a BlackBerry Enterprise Server for Novell GroupWise, and assigning an IT policy

besuseradminclient -username admin -password password -add -u sammoser -b server01 -it_policy "User Can Change Timeout"

Example: Adding a user account to a BlackBerry Enterprise Server for MDS Applications, and assigning an IT policy

besuseradminclient -username admin -password password -add -u xxxxxxxx -pin xxxxxxxx -b server01 -it_policy "User Can Change Timeout"

Add a new user account to a group

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -add** and the following parameters:
    *   **-u <*user_name*>**
    *   **-b <*instance*>**
    *   **-group <*group_name*>**

Example: Adding a new user account to a BlackBerry Enterprise Server for Microsoft Exchange, to a user group, and to an IT policy

besuseradminclient -username admin -password password -add -u smoser@test.rim.net -b server01 -group administrators -it_policy "User Can Change Timeout"

Add an existing user account to a group

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -change** and the following parameters:
    *   **-u <*user_name*>**
    *   **-b <*instance*>**
    *   **-group <*group_name*>**

Example

besuseradminclient -username admin -password password -change -u smoser@test.rim.net -b server1 -group administrators

Assign a software configuration to a user account

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -assign_swconfig** and the following parameters:
    *   **-u <*user_name*>**
    *   **-sw <*configuration_name*>**

Example

besuseradminclient -username admin -password password - assign_swconfig -u "sam, moser" -b server1 -sw games

Finding user accounts

Find a user account

You can use the -u subparameter to specify the user account that the BlackBerry® Enterprise Server User Administration Tool searches for.

1. To open the command window for the BlackBerry Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -find** and the following parameter:
   - **-u** <*user_name*>

Example: Finding a user account on the BlackBerry Enterprise Server for Microsoft Exchange

besuseradminclient -username admin -password password -find -u smoser@test.rim.net

Changing and removing user accounts

Move a user account to a different BlackBerry Enterprise Server

The source and the target BlackBerry® Enterprise Server instances must use the same BlackBerry Configuration Database.

1. To open the command window for the BlackBerry Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -move** and the following parameters:
   - **-b** <*instance*> (source BlackBerry Enterprise Server instance)
   - **-u** <*user_name*>
   - **-t** <*instance*> (target or destination BlackBerry Enterprise Server instance)

Example: Moving a user account to a different BlackBerry Enterprise Server for Microsoft Exchange

besuseradminclient -username admin -password password -move -u smoser@test.rim.net -b server01 -t server02

Move a user account to a different user group

A user account can belong to more than one group. You can perform this task if you want the user account to belong to only the group that you specify.

Before you begin:

Delete the user account from the existing group.

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -change** and the following parameters:
   - **-u** <*user_name*>
   - **-b** <*instance*>
   - **-group** <*group_name*>

Example

besuseradminclient -username admin -password password -change -u smoser@test.rim.net -b server01 -group security

Delete a user account from a group

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -change** and the following parameters:
   - **-u** <*user_name*>
   - **-b** <*instance*>
   - **-cgroup** <*group_name*>

Example: Deleting a user account from a user group on the BlackBerry Enterprise Server for Microsoft Exchange

besuseradminclient -username admin -change -u smoser@test.rim.net -b server01 -cgroup powerusers

Delete a software configuration from a user account

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -assign_swconfig -csw** and the name of the software configuration.

Example

besuseradminclient -username admin -password password -assign_swconfig -csw config1 -u "sam, moser" -b server1

Delete a user account from the BlackBerry Enterprise Server

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -delete** and the following parameters:
   - **-u <*user_name*>**
   - **-b <*instance*>**

Example: Deleting a user account from the BlackBerry Enterprise Server for Microsoft Exchange

besuseradminclient -delete -username admin -password password -u smoser@test.rim.net -b server01

Change user account settings

The BlackBerry® Enterprise Server for MDS Applications does not support this task.

1. To open the command window for the BlackBerry Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -change** and the following parameters:
   - **-u <*user_name*>**
   - **-b <*instance*>**

Example: Clearing the user account filters

besuseradminclient -username admin -password password -change -u smoser@test.rim.net -b server01 -cf

Example: Making the BlackBerry MDS Connection Service unavailable to a user account, changing the activation password, and specifying the password expiry time for the user account

besuseradminclient -change -username admin -password password -u smoser@test.rim.net -b server01 -dm -w password3 -wt 96

Example: Specifying the activation password and the password expiry time for a group of users

besuseradminclient -change -username admin -password password -g administrators -w password3 -wt 120

List the groups in a BlackBerry Domain

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -list -groups**.

Example

besuseradminclient -username admin -password password -list -groups

Managing email message forwarding   3

Turn on or turn off email message forwarding

The BlackBerry® Enterprise Server for MDS Applications does not support this task. By default, email message forwarding is turned off.

1. To open the command window for the BlackBerry Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Perform one of the following actions:
   - To turn on email message forwarding, type **besuseradminclient <***credentials***> -change -er** and the following parameters:
     - **-u <***user_name***>**
     - **-b <***instance***>**
   - To turn off email message forwarding, type **besuseradminclient <***credentials***> -change -dr** and the following parameters:
     - **-u <***user_name***>**
     - **-b <***instance***>**

Example: Turning on email message forwarding for a user account

besuseradminclient -username admin -password password1 -change -u smoser@test.rim.net -b server01 -er

Example: Turning off email message forwarding for a user account

besuseradminclient-username admin -password password1 -change -u smoser@test.rim.net -b server01 -dr

List the folders that are available for email message forwarding

The BlackBerry® Enterprise Server for MDS Applications does not support this task.

1. To open the command window for the BlackBerry Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <***credentials***> -list -folders** and the following parameters:
   - **-u <***user_name***>**
   - **-b <***instance***>**

Example

besuseradminclient -username admin -password password -list -folders -u sammoser -b server01

Turn on or turn off email message forwarding for folders

The BlackBerry® Enterprise Server for MDS Applications does not support this task.

If you are using the BlackBerry® Enterprise Server for Microsoft® Exchange, a folder name can contain a slash mark (/). To specify the folder, you must type the escape character backslash (\) before the slash mark.

1. To open the command window for the BlackBerry Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.

2. Perform one of the following actions:
    - To turn on email message forwarding for folders, type **besuseradminclient <*credentials*> -set_folder_redirection -er** and the following parameters:
        - -u <*user_name*>
        - -b <*instance*>
        - -foldername <*folder_name*>
    - To turn off email message forwarding for folders, type **besuseradminclient -set_folder_redirection <*credentials*> -dr** and the following parameters:
        - -u <*user_name*>
        - -b <*instance*>
        - -foldername <*folder_name*>

Example: Turning on email message forwarding for a folder

besuseradminclient -username admin -password password1 -set_folder_redirection -u smoser@test.rim.net -b server01 -foldername Sent -er

Example: Turning off email message forwarding for a folder

besuseradminclient -username admin -password password1 -set_folder_redirection -u smoser@test.rim.net -b server01 -foldername Sent -dr

Example: Turning on email message forwarding for a folder using a folder name that contains a slash mark

besuseradminclient -username admin -password password1 -set_folder_redirection -u smoser@test.rim.net -b server01 -foldername Inbox\/subfolder1\/sub\/folder2 -er

Managing IT policies and IT policy rules

<div style="text-align:right">4</div>

List the IT policy rules in an IT policy

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -list -it_policy_rules** and the following parameter:
    - **-it_policy <*policy_name*>**

Example: Listing the IT policy rules and displaying them in an output file

besuseradminclient -username admin -password password -list -it_policy_rules -it_policy "Advanced Security" -o AdvancedSecurity.csv

Example output

Policy Name, Policy Group, Rule Name, Rule Value, Rule Type

Advanced Security, Device only, User Can Disable Password, No, BOOLEAN

Advanced Security, Bluetooth, Disable Serial Port Profile, Yes, BOOLEAN

Advanced Security, Security, Force Lock When Holstered, Yes, BOOLEAN

Advanced Security, Password, Maximum Password History, 6, INTEGER

Advanced Security, Device only, Password Pattern Checks, At least 1 alpha and 1 numeric character, ENUMERATION: 0|No restriction|1|At least 1 alpha and 1 numeric character|2|At least 1 alpha, 1 numeric, and 1 special character|3|At least 1 upper-case alpha, 1 lower-case alpha, 1 numeric, and 1 special character

Advanced Security, Bluetooth, Disable File Transfer, Yes, BOOLEAN

Advanced Security, Bluetooth, Disable Discoverable Mode, Yes, BOOLEAN

Advanced Security, Bluetooth, Require LED Connection Indicator, Yes, BOOLEAN

Advanced Security, Device only, Enable Long-Term Timeout, Yes, BOOLEAN

Advanced Security, Policy Information, IT Policy Name, Advanced Security, STRING

Advanced Security, Security, Disable USB Mass Storage, Yes, BOOLEAN

Advanced Security, Security, Content Protection Strength, Strong, ENUMERATION: 0|Strong|1|Stronger|2|Strongest

Advanced Security, Device only, User Can Change Timeout, Yes, BOOLEAN

Advanced Security, Security, External File System Encryption Level, Encrypt to User Password (excluding multi-media directories), ENUMERATION: 0|Not Required|1|Encrypt to User Password (excluding multi-media directories)|2|Encrypt to User Password (including multi-media directories)|3|Encrypt to Device Key (excluding multi-media directories)|4|Encrypt to Device Key (including multi-media directories)|5|Encrypt to User Password and Device Key (excluding multimedia directories)|6|Encrypt to User Password and Device Key (including multimedia directories)

Advanced Security, WLAN, WLAN Allow Handheld Changes, No, BOOLEAN

Advanced Security, Device only, Maximum Security Timeout, 10, INTEGER

Advanced Security, Bluetooth, Disable Address Book Transfer, Yes, BOOLEAN

Advanced Security, Device only, Maximum Password Age, 30, INTEGER

Advanced Security, Device only, Password Required, Yes, BOOLEAN

Set IT policy rules for a user account

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -set_user_itpolicy_rule** and the following parameters:
    - **-u <*user_name*>**
    - **-b <*instance*>**
    - **-policyrule <*rule_name*>**
    - **-policyvalue <*value*>**

Example: Specifying a single IT policy rule for a user account

besuseradminclient -username admin -password password -set_user_itpolicy_rule -u smoser@test.rim.net -b server01 -policyrule "VPN User Name" -policyvalue smoser

List the IT policies in the BlackBerry Configuration Database

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -list -it_policies**.

Example

besuseradminclient -username admin -password password -list -it_policies

Managing BlackBerry devices

<div style="text-align: right">5</div>

Set a password for a BlackBerry device

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <**_credentials_**>** -**set_password <**_password_**>** and the following parameters:
    *   -**u <**_user_name_**>**
    *   -**b <**_instance_**>**

Example

besuseradminclient -username admin -password password -set_password devicepassword1 -u smoser@test.rim.net -b server01

Set owner information on a BlackBerry device

You can specify the owner information that appears on the screen of the BlackBerry® device when it is locked using one of the following options:
*   for a single line of text, you can use the -info parameter to specify the information in quotation marks
*   for multiple lines of text, you can create an input file that contains the information and then use the -infofile parameter to specify the input file

1. To open the command window for the BlackBerry Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <**_credentials_**>** -**set_owner_info**, and specify the owner name (-**name**) and owner information (-**info**), or specify an input file (-**infofile <**_filename_**>**) that contains the information for the user account. Type the following parameters:
    *   -**u <**_user_name_**>**
    *   -**b <**_instance_**>**

Example: -**infofile input file**

In a text editor, create a text file, such as the following:

Sam Moser

Desk phone: <_phone_number_>

Mobile phone: <_phone_number_>

Example: Setting owner information on a BlackBerry device

besuseradminclient -username admin -password password -set_owner_info -info "Sam Moser" -u smoser@test.rim.net -b server01

Example: Setting owner information on a BlackBerry device using an input file

besuseradminclient -username admin -password password -infofile userinformation.txt -set_owner_info -u smoser@test.rim.net -b server01

Delete pending messages

The BlackBerry® Enterprise Server for MDS Applications does not support this task.

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **BESUserAdminClient <*credentials*> -change -purge_pending_messages** and the following parameters:
   - **-u <*user_name*>**
   - **-b <*instance*>**

Example

besuseradminclient -username admin -password password -change -purge_pending_messages -u smoser@test.rim.net -b server01

Resend a service book

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -resend_service_book** and the following parameters:
   - **-u <*user_name*>**
   - **-b <*instance*>**

Example

besuseradminclient -username admin -password password -u smoser@test.rim.net -b server1 -resend_service_book

Resend the peer-to-peer encryption key

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -resend_peer_to_peer_key** and the following parameters:
    *   **-u <*user_name*>**
    *   **-b <*instance*>**

Example

besuseradminclient -username admin -password password -resend_peer_to_peer_key -u smoser@test.rim.net -b server01

Protect a stolen BlackBerry device

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -kill_handheld** and the following parameters:
    *   **-u <*user_name*>**
    *   **-b <*instance*>**

Example

besuseradminclient -username admin -password password -kill_handheld -u smoser@test.rim.net -b server01

Sending notification messages to BlackBerry devices 6

Send a notification PIN message

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.

2. Type **besuseradminclient <*credentials*> -send_pin** and specify the subject and body text, or specify an input file that contains the subject and body text that you want to include in the PIN message. Type the following parameters:

    - **-u <*user_name*>** or
    - **-g <*group_name*>**
    - **-b <*instance*>**
    - **-infofile <*filename*>** or
    - **-subject <*subject_line_text*>**
    - **-body <*message_body_text*>**

Example: -infofile input file

Subject=Let's celebrate!

Body=We have all kinds of treats at noon today to celebrate our tenth anniversary. Come if you can.

Example: Sending a notification PIN message

besuseradminclient -username admin -password password -u "sam, moser" -b server01 -send_pin -subject *<subject_line_text>* -body *<message_body_text>*

Example: Sending a notification PIN message to a group

besuseradminclient -username admin -password password -g managers -send_pin -subject *<subject_line_text>* -body *<message_body_text>*

Example: Sending a notification PIN message using an input file

besuseradminclient -username admin -password password -u "sam, moser" -b server01 -send_pin -infofile userinformation.txt

Send a notification email message

The BlackBerry® Enterprise Server for MDS Applications does not support this task.

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.

2. Type **besuseradminclient <*credentials*> -send_email**, and either specify the subject and body text, or specify an input file that contains the subject and body text that you want to include in the email message. Type the following parameters:
   - **-u <*user_name*>** or
   - **-g <*group_name*>**
   - **-b <*instance*>**
   - **-infofile <*filename*>** or
   - **-subject <*subject_line_text*>**
   - **-body <*message_body_text*>**

Example: -infofile input file

Subject=Let's celebrate!

Body=We have all kinds of treats at noon today to celebrate our tenth anniversary. Come if you can.

Example: Sending a notification email message

besuseradminclient -username admin -password password -send_email -u "Sam Moser" -b server01 -subject <*subject_line_text*> -body <*message_body_text*>

Example: Sending a notification email message to a group

besuseradminclient -username admin -password password -g managers -send_email -subject <*subject_line_text*> -body <*message_body_text*>

Example: Sending a notification email message using an input file

besuseradminclient -username admin -password password -u "Sam Moser" -b server01 -send_email -infofile userinformation.txt

Retrieving user account statistics and information about BlackBerry devices

Retrieve user account statistics

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -stats** and the following parameters:
    - **-u <*user_name*>** or
    - **-users <*user_names*>**
    - **-b <*instance*>** or
    - **-g <*user_group*>**

Example: Retrieving statistics for a user account

besuseradminclient -username admin -password password -stats -u "sam moser" -b server1

Example: Retrieving statistics for multiple user accounts using an input file, and displaying the results in an output file

besuseradminclient -username admin -password password -stats -i userinfo.txt -o output.csv

Example: Retrieving statistics for all user accounts on a BlackBerry Enterprise Server instance, and displaying the results in an output file

besuseradminclient -username admin -password password -stats -users -b server1 -o output.csv

Example: Retrieving statistics for all user accounts in a user group, and displaying the results in an output file

besuseradminclient -username admin -password password -stats -users -g administrators -o output.csv

Results of a statistics query for a user account

If your environment uses BlackBerry® Enterprise Server for MDS Applications, columns that apply to email messaging do not appear in the query results.

Column	Description
User name	name of the user
MailBoxDN	mailbox of the user

Column	Description
ServerDN	canonical name of the BlackBerry Enterprise Server that stores the user account that is associated with the BlackBerry device
PIN	PIN of the BlackBerry device
Device Type	model number of the BlackBerry device
State	state of messages on the BlackBerry device (regardless of whether the BlackBerry device is turned on or turned off)
Forwarded	number of messages that the BlackBerry device forwarded
Sent	number of messages and organizer data items that the BlackBerry device sent
Pending	number of messages and organizer data items that are pending for the user account
Filtered	number of messages and organizer data items that the BlackBerry Enterprise Server filtered
Expired	number of expired messages and organizer data items
Status	configuration status of the BlackBerry device
Last fwd time	last time that the user forwarded a message from the BlackBerry device
Last sent time	last time that the user sent a message or organizer data item from the BlackBerry device
Last contact time	time of the last BlackBerry device contact with the BlackBerry Enterprise Server
Last result	result of the last BlackBerry device contact with the BlackBerry Enterprise Server
SMTP address	SMTP email address of the user account
BlackBerry MDS Connection Service	whether the BlackBerry MDS Connection Service is available or unavailable
OTA Calendar	whether wireless calendar synchronization is available
ITPolicy name	IT policy that is applied to the BlackBerry device
ITPolicy status	status of the IT policy that is applied to the BlackBerry device
ITPolicy time applied	time that the IT policy was applied to the BlackBerry device
ITPolicy time sent	time that the BlackBerry Enterprise Server sent the IT policy to the BlackBerry device
ITPolicy time received	time that the BlackBerry device received the IT policy
Wireless Message Reconciliation	whether wireless message reconciliation is available on the BlackBerry device
Creation Time	time that the user account was created on the BlackBerry Enterprise Server
EA Password Expiry Time	expiry time of the activation password if the password is set; otherwise "N/A" appears
Encryption Type	encryption type that is set on the BlackBerry device
Service Name	name of the BlackBerry Enterprise Server that the user account is located on
Group Name	name of the group that the user account belongs to

Clear user account statistics

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.

2. Type **besuseradminclient <*credentials*> -change -cs** and the following parameter:
   - **-u <*user_name*>**

Example

besuseradminclient -username admin -password password -change -cs -u smoser@test.rim.net -b server01

Retrieve enterprise activation statistics for a user account

You can use this task to generate a report of the stages of activation for a user account on the BlackBerry® Enterprise Server and then use the report to troubleshoot activation issues.

The task supports the BlackBerry® Enterprise Server for Microsoft® Exchange, the BlackBerry® Enterprise Server for IBM® Lotus® Domino®, and the BlackBerry® Enterprise Server for Novell® GroupWise®.

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.

2. Type **besuseradminclient <*credentials*> -list -eastatus** and the following parameters:
   - **-u <*user_name*>**
   - **-b <*instance*>**

Example

besuseradminclient -username admin -password password -u "sam moser" -b server1 -from 20090125 -to 20090128 -list -eastatus

Example output

Mail Server Name User Email Address Enterprise Activation State Activation Status Activation Status Description Activation Event Date

/O=RIM/OU=r1/cn=Configuration/cn=Servers/cn=Server01-SBRK/cn=Mail Private MDB sammoser@test.rim.net COMPLETED 180 Basic activation complete. Service book syncing follows 20090119 08:21:00.510

/O=RIM/OU=r1/cn=Configuration/cn=Servers/cn=Server01-SBRK/cn=Mail Private MDB sammoser@test.rim.net COMPLETED 210 Slow synchronization completed 20090119 08:21:38.103

/O=RIM/OU=r1/cn=Configuration/cn=Servers/cn=Server01-SBRK/cn=Mail Private MDB sammoser@test.rim.net
COMPLETED 180 Service books accepted 20090119 08:20:59.603

Retrieving BlackBerry device information   8

List the applications that are available on one or more BlackBerry devices

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **BESUserAdminClient <*credentials*> -handheld_info -apps** and the following parameters:
   - **-u <*user_name*>**

Example: Listing the applications that are available on a BlackBerry device

besuseradminclient -username admin -password password -handheld_info -apps -u "smoser@test.rim.net" -b server1

Example: Listing the applications that are available on multiple BlackBerry devices using an input file

besuseradminclient -username admin -password password -handheld_info -apps -i users.txt

Example: Listing the applications that are available on a BlackBerry device in verbose detail

besuseradminclient -username admin -password password -handheld_info -appsfull -u "CN=Sam Moser/O=Server01" -b server1

List the BlackBerry devices that a specific application is installed on

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -handheld_info -appname <*application_name*>**.

Example: Listing the applications and reporting them in an output file

besuseradminclient -username admin -password password -handheld_info -appname sports_scores -o sportscores.txt

Retrieve the statistics for BlackBerry devices

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -handheld_info -hhstats** and the following parameters:
   - **-u <*user_name*>** or

- **-users <*user_device_information*>**
- **-g <*group_name*>**
- **-b <*instance*>**

Example: Retrieving the statistics for a user account

besuseradminclient -username admin -password password1 -handheld_info -hhstats -u "CN=Sam Moser/O=Server01" -b server1

Example: Retrieving the statistics for all user accounts in a group

besuseradminclient -username admin -password password -handheld_info -hhstats -users -g group1

Example: Retrieving the statistics for all user accounts on a BlackBerry Enterprise Server

besuseradminclient -username admin -password password -handheld_info -hhstats -users -b server1

Results of a statistics query for a BlackBerry device

Column	Description
User Name	name of the user account
PIN	PIN of the BlackBerry device
Service Name	instance name of the BlackBerry® Enterprise Server
BlackBerry Device Model	model of the BlackBerry device
Platform Version	version of the platform that the BlackBerry device uses
BlackBerry Version	version of the applications that the BlackBerry device uses
Phone Number	phone number of the BlackBerry device
Serial Number	IMEI of the BlackBerry device
Active Carrier	current wireless service provider that the BlackBerry device is registered with
Home Carrier	initial wireless service provider that the BlackBerry device was registered with
Security Password	whether the BlackBerry device password is set
Network Type	network type for the BlackBerry device; for example, GPRS or CDMA
Frequencies	wireless frequencies that the BlackBerry device supports; for example, GSM® (Global System for Mobile communications®) 900
Memory	total flash memory size of the BlackBerry device
Direct Connect ID	Nextel Direct Connect® ID for the BlackBerry device, if available
IT Policy Name	name of the IT policy on the BlackBerry device

Column	Description
IT Policy Time	time that the BlackBerry Enterprise Server last sent the IT policy to the BlackBerry device
Configuration Name	name of the software configuration that is assigned to the BlackBerry device
Configuration Status	overall status of the software configuration that is installed on the BlackBerry device
System Status	status of the BlackBerry® Device Software on the BlackBerry device with respect to the software configuration on the device
Application Status	status of the third-party applications on the BlackBerry device
Available Space	available memory on the BlackBerry device
Battery Level	current battery level on the BlackBerry device as a percentage of total battery capability
Uptime	time since the BlackBerry device was last reset

List the modules and .cod files that are available on a BlackBerry device

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -handheld_info -modules** and the following parameters:
   - **-u <*user_name*>**
   - **-b <*instance*>**

Example

besuseradminclient -username admin -password password -handheld_info -modules -u "CN=Sam Moser/O=Server01" -b server1

Retrieve statistics for the BlackBerry Enterprise Server or the messaging server

9

1. To open the command window for the BlackBerry® Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.

2. Type **besuseradminclient <*credentials*> -stats -service** and the name of the BlackBerry® Enterprise Server instance that you want to query, or specify an input file that contains the information for multiple BlackBerry Enterprise Server instances. Type the following parameters:

    *   **-b <*instance*>** or
    *   **-email <*instance*>**

Example: Retrieving statistics for a BlackBerry Enterprise Server instance

besuseradminclient -username admin -password password -stats -service -b server01

Example: Retrieving statistics for multiple BlackBerry Enterprise Server instances and displaying an output file

besuseradminclient -username admin -password password -stats -service -i serverfile.txt -o output.csv

Example: Retrieving statistics for the messaging server

besuseradminclient -username admin -password password -stats -service -email server01_email

Results of a statistics query for a BlackBerry Enterprise Server

If your environment uses BlackBerry® Enterprise Server for MDS Applications, columns that apply to email messaging do not appear in the query results.

Column	Description
Server Name	name of the BlackBerry Enterprise Server instance
Server Status	status of the BlackBerry Enterprise Server instance
SRP Status	status of the BlackBerry Enterprise Server SRP information
# Users	number of user accounts that exist on the BlackBerry Enterprise Server instance
Server Version	version of the BlackBerry Enterprise Server

If your organization's environment uses email messaging, the following results appear for an email message query:

Column	Description
Name	name of the BlackBerry Enterprise Server instance
Status	status of the BlackBerry Enterprise Server instance
Forwarded	number of messages that the BlackBerry Enterprise Server instance forwarded
Sent	number of messages and organizer data items that the BlackBerry Enterprise Server instance sent
Pending	number of messages and organizer data items that are pending on the BlackBerry Enterprise Server instance
Filtered	number of messages and organizer data items that the BlackBerry Enterprise Server instance filtered
Expired	number of expired messages and organizer data items that the BlackBerry Enterprise Server instance processed
Platform	messaging platform for a BlackBerry Enterprise Server instance
Server Version	version of the BlackBerry Enterprise Server

Troubleshooting the BlackBerry Enterprise Server User Administration Tool

Check the status of the BlackBerry Enterprise Server User Administration Tool

You can use this command to verify that there is a valid connection between the BlackBerry® Administration Service and the BlackBerry Enterprise Server User Administration Tool and that that the authentication credentials are valid.

1. To open the command window for the BlackBerry Enterprise Server User Administration Tool, on the computer that hosts the tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <*credentials*> -status**.

Example

besuseradminclient -username admin -password password -status

Example output

Property,Value

BAS Version,5.0.0.111

Configuring log files

Each time that you run the BlackBerry® Enterprise Server User Administration Tool, the tool creates log files in a subfolder that is named by date. The format of the log file name is <*machine_name*>_BUA_01<*yyyymmdd*>_<*nnnn*>.txt, where the variables are as follows:
- <*machine_name*> is the name of the computer running the tool
- <*yyyymmdd*> is the date
- <*nnnn*> is an increasing integer starting at 0001 each day

The log file contains information about how the file is run. The default level of information is DEBUG, but you can control the level of output by changing the bua-config.properties file in the application folder for the BlackBerry Enterprise Server User Administration Tool. To control the level of information, you change the line LOGLEVEL=<*value*> to one of the following values:

- TRACE
- DEBUG
- INFO

- WARN
- ERROR
- FATAL

TRACE provides the most information, and FATAL provides the least. (To change the level of the output that is displayed on the console, use the -v option.)

The bua-config.properties file also controls the platform type, in the line PLATFORM=<*value*>. The platform options are the following:

- DOMINO
- EXCHANGE
- GROUPWISE
- MDSAPPLICATIONS

Example: Log file

(07/21 12:00:18.011):{main} [com.rim.bes.brk.besuseradmin.BUAUtilities] [DEBUG] [BUA-200] {unknown} Platform: Domino

(07/21 12:00:18.011):{main} [com.rim.bes.brk.besuseradmin.BESUserAdminMain] [DEBUG] [BUA-200] {unknown} null Version null

(07/21 12:00:18.011):{main} [com.rim.bes.brk.besuseradmin.BESUserAdminMain] [DEBUG] [BUA-200] {unknown} null

(07/21 12:00:18.073):{main} [com.rim.bes.brk.besuseradmin.ArgInterpreter] [TRACE] [BUA-100] {unknown} Enter ArgInterpreter.ArgInterpreter

Example: bua-config.applications file

PLATFORM=EXCHANGE

LOGLEVEL=TRACE

Parameters for the BlackBerry Enterprise Server User Administration Tool

Using the command summary in the help file

To open the help file for the BlackBerry® Enterprise Server User Administration Tool, you type **besuseradminclient** and one of the following parameters:

- -?
- -h
- -help <*command*> (for help for the specified command)

In the help file, indentions convey the following meanings:

- Indentions separate groups.
- Subparameters work with the parameter outdented immediately above them.
- Subparameters at the same level in the same group can be used together, unless the word "or" is used.
- A subparameter can display in multiple groups.
- Subparameters in different groups do not apply to each other.

In the help file, square brackets [ ] enclose optional parameters.

Common parameters

The following subparameters are available for use with many of the parameters in the BlackBerry® Enterprise Server User Administration Tool. You can use the command syntax to help you determine whether you can use a subparameter in a particular case.

Subparameter	Description
-b <*instance*>	This subparameter specifies the instance name of the BlackBerry® Enterprise Server component.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats: • for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net) • for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/O=Server01") • for Novell® GroupWise®: user ID (for example, sammoser) • for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address • canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

Input, output, and user feedback parameters

<div style="float:right">13</div>

Subparameter	Description
-i <*input_filename*>	This subparameter specifies the name of an input file.
	You can use an input file for any parameter that has command line options. The first line of the input file is a comma-separated list of options that the columns represent. This list can be any non-empty subset of valid options in any order.
	For Boolean options, such as -cs, a column value of 0 or FALSE (not case-sensitive) turns off the option. All other values, including the empty value, turn on the option.
	Example
	BESUserAdminClient -add -wrandom -i myInputFile.csv -username <u> -password <p>
	The myInputFIle.csv input file can contain the following information:
	-b,-u,-group,-cs
	BES1,USER1,GROUP1,0
	BES1,USER2,GROUP1,false
	BES1,USER3,GROUP1,FALSE
	BES1,USER4,GROUP2
	BES1,USER5,GROUP2,
	BES1,USER6,GROUP2,1
	BES1,USER7,GROUP2,true
	BES1,USER8,GROUP2,TRUE
	BES1,USER9,GROUP2,anything
	In this example, the following results occur:
	• all GROUP1 users are added without the -cs parameter • all GROUP2 users are added with the -cs parameter • all users are added with the -wrandom parameter

Subparameter	Description
-o <*output_filename*>	This subparameter specifies the file that stores output information.
-password <*password*>	This subparameter specifies the password that the administrator uses to authenticate with the BlackBerry® Administration Service.
-username <*user_name*>	This subparameter specifies the authentication user name for the BlackBerry Administration Service.
-v <*level*>	This subparameter provides detailed or verbose feedback for the options that you used, depending on the level set. In order of increasing information displayed, the <*level*> can be one of the following types: • TRACE: This level shows all method entries, arguments, return values, and exits, as well as messages of earlier levels. • DEBUG: This level displays messages about logical blocks within methods, as well as messages of earlier levels. • INFO: This level displays normal feedback messages to the user, as well as messages of earlier levels. • WARNING This level displays exception messages, as well as messages of earlier levels. • ERROR: This level is not currently used. • FATAL: This level is not currently used. You can also set the log level by typing the line in the bua-config.properties file using the following format: LOGLEVEL=<*value*> The value is one of the words TRACE, DEBUG, INFO, WARN, ERROR, or FATAL, with the same meanings as the <*level*> for this command.

-add

You can use the -add parameter to add a user account to a BlackBerry® Enterprise Server instance.

Syntax: -add

```
-add : add user
       -u <user name> : user name
           -b <instance> : instance name of the BlackBerry Enterprise Server
                           component
           [-utype <type>] : user type - display_name, email_address,
                             canonical_name
       or
       -pin <PIN> : PIN for the user
       [-group <group name>] : assign group name
       [-w <password>] : activation password
           [-wt <expiry time>] : activation password expiry time
                                 (number of hours)
       or
       [-wrandom] : generate and email a random enterprise activation password
       [-it_policy <IT policy name>] : IT policy name
       [-cs] : clear user's stats if exist in database
       [-pimaddr <ServerName>!!<RelativePathToDataDirectory>] : address book
                                                                database
                                                                location for
                                                                the user
           [-pimmemo <ServerName>!!<RelativePathToDataDirectory>] : memo database
                                                                    location for
                                                                    the user
           [-addrsub <AddressBookName>] : address book name to be synchronized
```

Subparameters: -add

Subparameter	Description
-addrsub <*address_book_name*>	This subparameter specifies the name of the address book that you want to synchronize. You can use this subparameter only with the BlackBerry® Enterprise Server for Novell® GroupWise®.
-b <*instance*>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.

Subparameter	Description
-cs	This subparameter clears the account statistics of an existing user account.
	By default, when you add a user account, the BlackBerry Enterprise Server User Administration Tool reads the existing statistics for the user account.
-group <*group_name*>	This subparameter specifies the name of the user group that you want to add the user account to.
-it_policy <*IT_policy_name*>	This subparameter specifies the name of the IT policy to apply to the user account.
	You can view a list of valid IT policies in the BlackBerry Administration Service. You can also display the list if you run the BlackBerry Enterprise Server User Administration Tool with the -list -it_policies parameter.
-pimaddr <*server_name*>!! <*Relative_Path_To_Data_Direct ory*>	This subparameter specifies the BlackBerry Enterprise Server instance name and the relative path to the IBM® Lotus Notes® Data folder where the organizer data address book for a user account is stored.
	You can use this parameter only with the BlackBerry® Enterprise Server for IBM® Lotus® Domino®.
-pimmemo <*server_name*>!! <*Relative_Path_To_Data_Direct ory* >	This subparameter specifies the BlackBerry Enterprise Server name and the relative path to the IBM Lotus Notes Data folder where the memo database for a user account is stored.
	You can use this subparameter only with the BlackBerry Enterprise Server for IBM Lotus Domino.
-pin <*PIN*>	This subparameter specifies the PIN of the BlackBerry device that is associated with a user account.
	You can use this subparameter only in a BlackBerry® Enterprise Server for MDS Applications environment.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats: • for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net) • for IBM Lotus Domino: canonical name (for example, "CN=Sam Moser/ O=Server01") • for Novell GroupWise: user ID (for example, sammoser) • for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:

Subparameter	Description
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.
-w <*password*>	This subparameter specifies the password that is used to activate a BlackBerry device over the wireless network.
-wrandom	This subparameter generates and sends an email message with a random enterprise activation password.
	The email message uses the following default format (the tool replaces "$p" with the password and "$x" with the password expiration time):
	SUBJECT=BlackBerry activation password
	BODY=Hello,
	To activate your BlackBerry device over the wireless network, in the device Options screen, select Enterprise Activation. In that screen, enter your corporate email address and the following password:
	$p
	This password will expire in $x hours.
-wt <*expiry time*>	This subparameter specifies a password expiry time in hours (between 1 and 720); the default expiry time is 48 hours. You can use this subparameter with the -w parameter.
	You cannot use this subparameter with -wrandom.

-assign_swconfig

15

You can use the -assign_swconfig parameter to assign a software configuration to a user or a user group.

Syntax: -assign_swconfig

```
-assign_swconfig : assign software configuration
        -u <user name> : user name
          [-b <instance>] : instance name of the BlackBerry Enterprise Server
                            component
           [-utype <type>] : user type - display_name, email_address,
                             login_name, canonical_name
        or
        -g <group name> : group name
        -sw <configuration name> : software configuration name
        or
        -csw <configuration name> : remove configuration from user/group
```

Subparameters: -assign_swconfig

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-csw <*configuration_name*>	This subparameter removes a software configuration from a user account or group. You cannot use this subparameter with -sw.
-g <*group_name*>	This subparameter specifies the name of the group for the action.
	This subparameter overrides the -u and -b parameters.
-sw <*configuration_name*>	This subparameter specifies the name of the software configuration that you want to add to the user account. You cannot use this subparameter with -csw.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: display name of the BlackBerry device

Subparameter	Description
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-change

16

You can use the -change parameter to make changes to configuration settings for user accounts and to delete pending messages.

Syntax: -change

```
-change : change user configuration
        -u <user name> : user name
          [-b <instance>] : instance name of the BlackBerry Enterprise Server
                            component
          [-utype <type>] : user type - display_name, email_address,
                            login_name, canonical_name
          [-group <group name>] : assign group name
          or
          [-cgroup <group name>] : remove user from group
          [-cs] : clear stats
          [-cf] : clear filters
          [-em] : enable BlackBerry MDS Connection Service for the user
          or
          [-dm] : disable BlackBerry MDS Connection Service for the user
          [-w <password>] : activation password
             [-wt <expiry time>] : activation password expiry
                                   time (number of hours)
          or
          [-wrandom] : generate and email a random activation
                       password
          [-cw] : clear activation password
          [-it_policy <IT policy name>] : IT policy name
          [-er] : enable email redirection
          or
          [-dr] : disable email redirection
          [-purge_pending_messages] : purge pending messages
          [-pimaddr <ServerName>!!<RelativePathToDataDirectory>] : address
                                                                   book
                                                                   database
                                                                   location
                                                                   for the
                                                                   user
          [-pimmemo <ServerName>!!<RelativePathToDataDirectory>] : memo
                                                                   database
                                                                   location
                                                                   for the
                                                                   user
        [-addrsub <AddressBookName>] : address book name to be synchronized
```

Subparameters: -change

Subparameter	Description
-addrsub <*address_book_name*>	This subparameter specifies the name of the address book that you want to synchronize.
	You can use this subparameter only with the BlackBerry® Enterprise Server for Novell® GroupWise®.
-b <*instance*>	This subparameter specifies the BlackBerry Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-cf	This subparameter clears the user's email message filters.
	You can use this subparameter only with the BlackBerry® Enterprise Server for Microsoft® Exchange, the BlackBerry® Enterprise Server for IBM® Lotus® Domino®, and the BlackBerry Enterprise Server for Novell GroupWise.
-cgroup <*group_name*>	This subparameter removes the specified user account from the user group.
-cs	This subparameter clears the account statistics of an existing user account.
	By default, when you add a user account, the BlackBerry Enterprise Server User Administration Tool reads the existing statistics for the user account.
-cw	This subparameter clears the activation password for an existing user account.
-dm	This subparameter makes the BlackBerry MDS Connection Service unavailable for the user account.
-dr	This subparameter turns off message forwarding and folder forwarding.
	You can use this subparameter only with the BlackBerry Enterprise Server for Microsoft Exchange, the BlackBerry Enterprise Server for IBM Lotus Domino, and the BlackBerry Enterprise Server for Novell GroupWise.
-em	This subparameter makes the BlackBerry MDS Connection Service available for the user account.
-er	This subparameter turns on message forwarding and folder forwarding.
	You can use this subparameter only with the BlackBerry Enterprise Server for Microsoft Exchange, the BlackBerry Enterprise Server for IBM Lotus Domino, and the BlackBerry Enterprise Server for Novell GroupWise.
-g <*group_name*>	This subparameter specifies the name of the group for the action.

Subparameter	Description
-group <*group_name*>	This subparameter specifies the name of the group that you want to add either a new user account to (-add) or an existing user account to (-change).
-it_policy <*IT_policy_name*>	This subparameter specifies the name of the IT policy to apply to the user account.
	You can view a list of valid IT policies in the BlackBerry Administration Service. You can also display the list if you run the BlackBerry Enterprise Server User Administration Tool with the -list -it_policies parameter.
-pimaddr <*server_name*>!! <*Relative_Path_To_Data_Direct ory*>	This subparameter specifies the BlackBerry Enterprise Server instance name and the relative path to the IBM® Lotus Notes® Data folder where the organizer data address book for a user account is stored.
	You can use this parameter only with the BlackBerry Enterprise Server for IBM Lotus Domino.
-pimmemo <*server_name*>!! <*Relative_Path_To_Data_Direct ory* >	This subparameter specifies the BlackBerry Enterprise Server name and the relative path to the IBM Lotus Notes Data folder where the memo database for a user account is stored.
	You can use this subparameter only with the BlackBerry Enterprise Server for IBM Lotus Domino.
-purge_pending_messages	This subparameter specifies the user account that you want to delete pending messages from.
	You can use this subparameter only with the BlackBerry Enterprise Server for Microsoft Exchange, the BlackBerry Enterprise Server for IBM Lotus Domino, and the BlackBerry Enterprise Server for Novell GroupWise.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats: • for Microsoft Exchange: mailbox name (for example, smoser@test.rim.net) • for IBM Lotus Domino : canonical name (for example, "CN=Sam Moser/O=Server01") • for Novell GroupWise: user ID (for example, sammoser) • for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address

Subparameter	Description
	• canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.
-w <*password*>	This subparameter specifies the password that is used to activate a BlackBerry device over the wireless network.
-wrandom	This subparameter generates and sends an email message with a random activation password.
-wt <*expiry time*>	This subparameter specifies an expiry time in hours (between 1 and 720) for the activation password; the default expiry time is 48 hours. You can use this subparameter with the -w subparameter. You cannot use this subparameter with -wrandom.

-delete

You can use the -delete parameter to delete a user account from the BlackBerry® Enterprise Server instance.

Syntax: -delete

```
-delete : delete user
        -u <user name> : user name
           [-b <instance>] : instance name of the BlackBerry Enterprise Server
                             component
             [-utype <type>] : user type - display_name, email_address,
                               login_name, canonical_name
        [-force] : force hard delete
```

Subparameters: -delete

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-force	This subparameter deletes a user account, even if the BlackBerry Enterprise Server User Administration Tool does not find the mailbox.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats: • for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net) • for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01") • for Novell® GroupWise®: user ID (for example, sammoser) • for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address • canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service

Subparameter	Description
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-find

You can use the -find parameter to locate a user account in a BlackBerry® Domain.

Syntax: -find

```
-find : find user
      -u <user name> : search string
      [-utype <type>] : user type - display_name, email_address, login_name,
                        canonical_name
```

Subparameters: -find

Subparameter	Description
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-handheld_info

<div style="float:right;">19</div>

You can use the -handheld_info parameter to display BlackBerry® device statistics and applications.

Before you run this parameter, you must run the BlackBerry Synchronization Service to populate the database.

Syntax: -handheld_info

```
-handheld_info : display handheld stats/applications
      -hhstats : device stats
          -u <user name> : user name
              [-b <instance>] : instance name of the BlackBerry Enterprise
                                Server component
              [-utype <type>] : user type - display_name, email_address,
                                login_name, canonical_name
          or
          -users : users device information
              -g <group name> : group name
              or
              -b <instance> : instance name of the BlackBerry Enterprise
                              Server component
      or
      -apps : display user device applications
          -u <user name> : user name
              [-b <instance>] : instance name of the BlackBerry Enterprise
                                Server component
              [-utype <type>] : user type - display_name, email_address,
                                login_name, canonical_name
      or
      -appsfull : display user device applications in full detail
          -u <user name> : user name
              [-b <instance>] : instance name of the BlackBerry Enterprise
                                Server component
              [-utype <type>] : user type - display_name, email_address,
                                login_name, canonical_name
      or
      -modules : display device modules
          -u <user name> : user name
              [-b <instance>] : instance name of the BlackBerry Enterprise
                                Server component
              [-utype <type>] : user type - display_name, email_address,
                                login_name, canonical_name
      or
      -appname <application name> : show users with a specified application
```

Subparameters: **-handheld_info**

Subparameter	Description
-appname	This subparameter specifies the application name to display. This subparameter does not work with the -u or -b subparameters.
-apps	This subparameter lists the applications on a BlackBerry device.
-appsfull	This subparameter lists the applications in verbose detail for a user account.
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance name for the action. It works with the -u subparameter. Use the name as it appears in the BlackBerry Administration Service.
-g <*group_name*>	This subparameter restricts the search of the -hhstats -users search to a specified group.
-hhstats	This subparameter displays the BlackBerry device statistics; you can use this subparameter with the following parameters: • -u <*user_name*> -b <*instance*> to display statistics for one user account • -users to display statistics for all users • -g <*group_name*> -b <*instance*> to display statistics for a specific group
-modules	This subparameter specifies the module or .cod file to display.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats: • for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net) • for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/O=Server01") • for Novell® GroupWise®: user ID (for example, sammoser) • for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address • canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

Subparameter	Description
-users	This subparameter works with the -hhstats subparameter to specify all user accounts instead of one user account.
	You can restrict this option by group (-g) or BlackBerry Enterprise Server instance (-b).

-kill_handheld

<div style="color:blue">20</div>

You can use the -kill_handheld parameter to delete all data from the BlackBerry® device and make the BlackBerry device unavailable.

Syntax: -kill_handheld

```
-kill_handheld : kill handheld
      -u <user name> : user name
         [-b <instance>] : instance name of the BlackBerry Enterprise Server
                           component
           [-utype <type>] : user type - display_name, email_address,
                             login_name, canonical_name
```

Subparameters: -kill_handheld

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service

Subparameter	Description
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-list

You can use the -list parameter to provide information about servers, user groups, IT policies, IT policy rules, application control policies, mailbox folders, and enterprise activation status.

Syntax: -list

```
-list : list information specified
        -it_policies : display IT policies
        or
        -it_policy_rules : display policy rules
            [-it_policy <IT policy name>] : IT policy name
        or
        -it_policy_templates : display IT policy templates
        or
        -groups : display groups
        or
        -folders : display folders
            -u <user name> : user name
                [-b <instance>] : instance name of the BlackBerry Enterprise
                                  Server component
                [-utype <type>] : user type - display_name, email_address,
                                  login_name, canonical_name
        or
        -swconfigs : list all software configurations in the BlackBerry domain
        or
       -sw <configuration name> : list applications and associated application
                                  control policy for a software configuration
        or
        -appconpolicies : list all application control policies
        or
       -appconpolicy <app policy name> : list policy values for an application
                                         control policy
        or
        -servers : list all servers
        or
        -eastatus : Enterprise Activation status
            -u <user name> : user name
                [-b <instance>] : instance name of the BlackBerry Enterprise
                                  Server component
                [-utype <type>] : user type - display_name, email_address,
                                  login_name, canonical_name
            [-from <date>] : from date, format: YYYYMMDD
            [-to <date>] : to date, format YYYYMMDD
```

Subparameters: -**list**

Subparameter	Description
-appconpolicies	This subparameter lists all the application control policies.
-appconpolicy <*app_policy_name*>	This subparameter lists information about <*app_policy_name*>.
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-eastatus	This subparameter lists the activation status of BlackBerry devices by user account, BlackBerry Enterprise Server instance, or dates that you specify.
-folders	This subparameter lists the mailbox folder name and redirection states. You use this subparameter only with the BlackBerry® Enterprise Server for Microsoft® Exchange, the BlackBerry® Enterprise Server for IBM® Lotus® Domino®, and the BlackBerry® Enterprise Server for Novell® GroupWise®.
-from *date*	This subparameter specifies the start date for the enterprise activation status list in the format *yyyymmdd*.
-groups	This subparameter lists the user groups in the BlackBerry Domain.
-it_policy <*IT policy_name*>	This subparameter lists the IT policy rules in an IT policy.
-it_policies	This subparameter lists the IT policies in the BlackBerry Configuration Database. A list of valid IT policies is also available in the BlackBerry Administration Service.
-it_policy_rules	This subparameter lists the IT policy rules in the BlackBerry Configuration Database.
-it_policy_templates	This subparameter lists the IT policy templates that are available.
-servers	This subparameter lists all BlackBerry Enterprise Server and messaging server instances.
-swconfigs	This subparameter lists all the software configurations that are available.
-sw <*configuration_name*>	This subparameter lists information about the software configuration <*configuration_name*>.
-to *date*	This subparameter specifies the end date for the enterprise activation status list in the format *yyyymmdd*.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on your organization's BlackBerry® Enterprise Server environment, the user account uses one of the following formats: • for Microsoft Exchange: mailbox name (for example, smoser@test.rim.net)

Subparameter	Description
	• for IBM Lotus Domino: canonical name (for example, "CN=Sam Moser/ O=Server01") • for Novell GroupWise: user ID (for example, sammoser) • for MDS Applications: PIN of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address • canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-move

You can use the -move parameter to move a user account to a different BlackBerry® Enterprise Server.

Syntax: -move

```
-move : move user
      -u <user name> : user name
        [-b <instance>] : instance name of the BlackBerry Enterprise Server
                          component
         [-utype <type>] : user type - display_name, email_address,
                          login_name, canonical_name
      -t <instance> : instance name of the target BlackBerry Enterprise
                      Server component
      [-pin <PIN>] : PIN for the user
```

Subparameters: -move

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-pin <*PIN*>	This subparameter specifies the PIN of the user's BlackBerry device.
-t <*instance*>	This subparameter specifies the BlackBerry Enterprise Server instance that you want to move the account to.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:

Subparameter	Description
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-resend_peer_to_peer_key

You can use the -resend_peer_to_peer_key parameter to resend a peer-to-peer encryption key to the BlackBerry® device.

Syntax: **-resend_peer_to_peer_key**

```
-resend_peer_to_peer_key : resend peer-to-peer key
       -u <user name> : user name
           [-b <instance>] : instance name of the BlackBerry Enterprise Server
                             component
             [-utype <type>] : user type - display_name, email_address,
                               login_name, canonical_name
```

Subparameters: **-resend_peer_to_peer_key**

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance name for the action.
	You use the name as it appears in the BlackBerry Administration Service.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-resend_service_book

You can use the resend_service_book parameter to resend a service book to the BlackBerry® device.

Syntax: **-resend_service_book**

```
-resend_service_book : resend service book
       -u <user name> : user name
          [-b <instance>] : instance name of the BlackBerry Enterprise Server
                            component
            [-utype <type>] : user type - display_name, email_address,
                              login_name, canonical_name
```

Subparameters: **-resend_service_book**

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-send_email

You can use the -send_email parameter to send an email message to a BlackBerry® device.

Syntax: -send_email

```
-send_email : send email message to user or group
     -u <user name> : user name
        [-b <instance>] : instance name of the BlackBerry Enterprise Server
                          component
        [-utype <type>] : user type - display_name, email_address,
                          login_name, canonical_name
     or
     -g <group name> : group name
     -subject <value> : 'Subject' value
        [-body <value>] : 'Body' value
     or
     -infofile <filename> : format is:
                                  [Subject=<value>]
                                  {[[Body=]<value>]}
```

Subparameters: -send_email

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-body <*body_text*>	This subparameter specifies the body of the email message.
-g <*group_name*>	This subparameter specifies the name of the user group for the action.
	This subparameter overrides the -u and -b parameters.
-infofile <*file_name.txt*>	This subparameter specifies the name of the file that contains the text of the message and uses the following format:
	• [Subject=<*value*>]
	• {[[Body=]<*value*>]}
-subject <*subject*>	This subparameter specifies the subject of the email message.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)

Subparameter	Description
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/O=Server01") • for Novell® GroupWise®: user ID (for example, sammoser) • for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address • canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-send_pin

You can use the -send_pin parameter to send a PIN message to the BlackBerry® device

Syntax: -send_pin

```
-send_pin : send pin message to user or group
      -u <user name> : user name
         [-b <instance>] : instance name of the BlackBerry Enterprise Server
                           component
         [-utype <type>] : user type - display_name, email_address,
                           login_name, canonical_name
      or
      -g <group name> : group name
      -subject <value> : 'Subject' value
         [-body <value>] : 'Body' value
      or
      -infofile <filename> : format is:
                                  [Subject=<value>]
                                  {[[Body=]<value>]}
```

Subparameters: -send_pin

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-body <*body_text*>	This subparameter specifies the body of the PIN message.
-g <*group_name*>	This subparameter specifies the name of the user group.
	This subparameter overrides the -u and -b parameters.
-infofile <*file_name.txt*>	This subparameter specifies the name of the file that contains the text of the message and uses the following format:
	• [Subject=<*value*>]
	• {[[Body=]<*value*>]}
-subject <*subject*>	This subparameter specifies the subject of the PIN message.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)

Subparameter	Description
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01") • for Novell® GroupWise®: user ID (for example, sammoser) • for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address • canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-set_client_auth 27

You can use the -set_client_auth parameter to specify the client authentication parameters that are stored in the Windows® registry.

Syntax: -set_client_auth

```
-set_client_auth <credentials> : client authentication credentials to be
                                 stored in registry
      -set_p <password> : client password for storing authentication
                          credentials in the registry
   [-username <user name>] : authentication user name
   or
   [-sqluser <user name>] : authentication user name
   [-password <password>] : authentication password
   or
   [-sqlpass <password>] : authentication password
   [-bas_auth] : use BAS authentication (default)
   or
   [-mailbox_auth] : use mailbox authentication
   or
   [-ad_auth] : use Active Directory authentication
      -domain <domain> : authentication domain
   [-i <input filename>] : input filename
   [-o <output filename>] : output filename
   [-v <level>] : verbose console logging level - trace, debug, info, warn,
                  error, fatal
   [-p <password>] : client password for extracting authentication credentials
                     from the registry and appending them to the command line
                     options
```

Subparameters: -set_client_auth

Subparameter	Description
-ad_auth	This subparameter specifies that the user authenticates with the BlackBerry® Administration Service using Microsoft® Active Directory® authentication.
-bas_auth	This subparameter specifies that the user authenticates with the BlackBerry Administration Service using BlackBerry Administration Service authentication (the default authentication type).
-domain	This subparameter specifies the domain that the command applies to.

Subparameter	Description
	You can use this subparameter only in an environment that includes a Microsoft® Exchange messaging server.
-mailbox_auth	This subparameter specifies that the user authenticates with the BlackBerry Administration Service using mailbox authentication.
-p <*password*>	This subparameter specifies the client password that the BlackBerry Enterprise Server User Administration Tool uses to extract the authentication credentials from the Windows registry and append the credentials to the command line options.
-password <*password*>	Ths subparameter specifies the password that the tool uses to extract and decrypt credentials that are stored in the Windows registry.
-set_p <*password*>	This subparameter specifies the client password that the tool uses to store authentication credentials in the Windows registry.
-sqlpass <*password*>	This subparameter specifies the authentication password. You can use this subparameter interchangeably with -password.
-sqluser <*username*>	This subparameter specifies the authentication user name. You can use this subparameter interchangeably with -username.
-username <*username*>	This subparameter specifies the authentication user name. You can use this subparameter interchangeably with -sqluser.

-set_folder_redirection   28

You can use the -set_folder_redirection parameter to forward or stop forwarding email messages from a user account's email message folders.

Syntax: -set_folder_redirection

```
-set_folder_redirection : set folder redirection for a user
        -u <user name> : user name
            [-b <instance>] : instance name of the BlackBerry Enterprise Server
                               component
            [-utype <type>] : user type - display_name, email_address,
                               login_name, canonical_name
        -foldername <folder name> : name of the folder to set redirection
        -er : enable redirection for the folder
        or
        -dr : disable redirection for the folder
```

Subparameters: -set_folder_redirection

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-dr	This subparameter specifies that email messages from email message folders are not forwarded.
	Use this parameter only with the BlackBerry® Enterprise Server for Microsoft® Exchange, the BlackBerry® Enterprise Server for IBM® Lotus® Domino®, and the BlackBerry® Enterprise Server for Novell® GroupWise®.
-er	This subparameter specifies that email messages from email message folders are forwarded.
	Use this parameter only with the BlackBerry Enterprise Server for Microsoft Exchange, the BlackBerry Enterprise Server for IBM Lotus Domino, and the BlackBerry Enterprise Server for Novell GroupWise.
-foldername <*folder_name*>	This subparameter specifies the name of the folder that contains the email messages that you want to forward or stop forwarding.

Subparameter	Description
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on your organization's BlackBerry Enterprise Server environment, the user account uses one of the following formats: • for Microsoft Exchange: mailbox name (for example, smoser@test.rim.net) • for IBM Lotus Domino: canonical name (for example, "CN=Sam Moser/ O=Server01") • for Novell GroupWise: user ID (for example, sammoser)
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address • canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-set_owner_info

You can use the -set_owner_info parameter to specify the owner information that appears on the screen of the BlackBerry® device when it is locked.

Syntax: -set_owner_info

```
-set_owner_info : set owner information
        -u <user name> : user name
          [-b <instance>] : instance name of the BlackBerry Enterprise Server
                            component
           [-utype <type>] : user type - display_name, email_address,
                             login_name, canonical_name
        [-name <name>] : user name that appears on the BlackBerry device
        [-info <info>] : owner information that appears on the BlackBerry
                         device
        or
        [-infofile <filename>] : filename that contains owner information
```

Subparameters: -set_owner_info

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-info <*owner_information*>	This subparameter specifies the owner information for a BlackBerry device.
-infofile <*infofile.txt*>	This subparameter specifies the name of the file that contains the owner information. You can use this subparameter to insert line breaks in the owner information.
	This subparameter overrides the -name and -info parameters.
-name <*name*>	This subparameter specifies the user name that appears on the BlackBerry device.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: PIN of the BlackBerry device

Subparameter	Description
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account: • display_name • email_address • canonical_name • login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-set_password

You can use the -set_password parameter to set a password for a BlackBerry® device.

Syntax: -set_password

```
-set_password <password> : set device password
      -u <user name> : user name
          [-b <instance>] : instance name of the BlackBerry Enterprise Server
                            component
            [-utype <type>] : user type - display_name, email_address,
                              login_name, canonical_name
```

Subparameters: -set_password

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: PIN of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-set_user_itpolicy_rule

You can use the -set_user_itpolicy_rule parameter to specify an IT policy rule for a user account.

Syntax: **-set_user_itpolicy_rule**

```
-set_user_itpolicy_rule : set per user IT policy
       -u <user name> : user name
          [-b <instance>] : instance name of the BlackBerry Enterprise Server
                            component
          [-utype <type>] : user type - display_name, email_address,
                            login_name, canonical_name
       -policyrule <rule name> : name of the policy rule
       -policyvalue <value> : value for the policy rule
```

Subparameters: **-set_user_itpolicy_rule**

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry® Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-policyrule <*policy_rule_name*>	This subparameter specifies the name for the IT policy rule in the IT policy.
-policyvalue <*value*>	This subparameter specifies the value for the specified IT policy rule.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: display name of the BlackBerry device
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:
	• display_name
	• email_address
	• canonical_name

Subparameter	Description
	• login_name: name that the account uses to log in to the BlackBerry Administration Service Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-stats

You can use the -stats parameter to retrieve the BlackBerry® Enterprise Server and user account statistics.

Syntax: -stats

```
-stats : display user/service stats
        -u <user name> : user name
            [-b <instance>] : instance name of the BlackBerry Enterprise Server
                              component
            [-utype <type>] : user type - display_name, email_address,
                              login_name, canonical_name
        or
        -users : users information
            -g <group name> : group name
            or
            -b <instance> : instance name of the BlackBerry Enterprise Server
                            component
        or
        -service : service information
            -b <instance> : instance name of the BlackBerry Enterprise Server
                            component
            or
            -email <instance> : instance name of the BlackBerry Messaging Agent
                                instance
```

Subparameters: -stats

Subparameter	Description
-b <*instance*>	This subparameter specifies the BlackBerry Enterprise Server instance for the action.
	You use the name of the BlackBerry Enterprise Server instance that appears in the BlackBerry Administration Service.
-email <*email_instance*>	This subparameter specifies the email instance and modifies the service information.
-g <*group_name*>	This subparameter restricts the statistics to the specified user group.
-service	This subparameter specifies service instances.
-u <*user_name*>	This subparameter specifies the user account for the action. Depending on the BlackBerry Enterprise Server environment, the user account uses one of the following formats:
	• for Microsoft® Exchange: mailbox name (for example, smoser@test.rim.net)

Subparameter	Description
	• for IBM® Lotus® Domino®: canonical name (for example, "CN=Sam Moser/ O=Server01")
	• for Novell® GroupWise®: user ID (for example, sammoser)
	• for MDS Applications: display name of the BlackBerry device
-users	This subparameter specifies the user accounts in the specified user group.You can restrict this option by group (-g) or BlackBerry Enterprise Server instance (-b).
-utype <*type*>	This subparameter specifies which of the following options the BlackBerry Enterprise Server User Administration Tool uses to search for the user account:
	• display_name
	• email_address
	• canonical_name
	• login_name: name that the account uses to log in to the BlackBerry Administration Service
	Searches are not case sensitive and appear in the order DisplayName, EmailAddress, UserName, and MailboxId. Most matches are prefix matches.

-status

33

You can use the -status parameter to display the BlackBerry® Enterprise Server User Administration Tool service status.

Glossary

BlackBerry Domain
A BlackBerry Domain consists of the BlackBerry Configuration Database with its users and any BlackBerry® Enterprise Server instances that connect to it.

BlackBerry MDS
BlackBerry® Mobile Data System

CDMA
Code Division Multiple Access

CDO
Collaboration Data Object

GSM
Global System for Mobile communications®

GPRS
General Packet Radio Service

IMEI
International Mobile Equipment Identity

OTA
over the air, or wirelessly

PIN
personal identification number

SMTP
Simple Mail Transfer Protocol

SQL
Structured Query Language

SRP
Server Routing Protocol

WLAN
wireless local area network

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